

Adres Privacy policy

The Adres Privacy policy is set out below. You also need to read the privacy policies for the website host and app we use to bring you the Adres website. These are with Weebly – you can read them here <https://www.weebly.com/au/privacy> and Knack – you can read them here <https://www.knack.com/privacy> and <https://www.knack.com/data-protection>.

All these policies make up the Adres Privacy policy.

Adres Holdings Pty Limited ACN 634 293 235 (**Adres**) is the operator of adres.com.au (**Site**). This Privacy policy describes:

- the personal information we collect
- how we collect personal information and how we use your personal information
- why we collect your personal information and when we might disclose your personal information, and
- how we keep and protect your personal information.

This Privacy policy applies to the Site and to any application where this Privacy policy is referred to. By using our Site and/or registering for an account, you are accepting the terms of this Privacy policy and our Terms of use. This Privacy policy refers to 'Property insights' which is a feature which may be added to our Site at a later time.

The personal information we collect

1. We collect your name and email address:
 - (a) when you set up an account with Adres and/or make changes to your account;
 - (b) when you provide your name and email address in submitting, as a buyer, the details of your ideal property and, as an owner, a potential match for a buyer;
 - (c) if you subscribe to our Property insights posts; and/or
 - (d) when you contact us.

How we collect personal information and how we use your personal information

2. We collect your personal information when you enter your name and address during the use of the Site. We hold your personal information on the Knack database whose app forms part of the Site and on a Weebly database if you subscribe to our Property insights post.
3. We use your personal information to provide and improve our services, give you a personalised experience on the Site, contact you, provide customer service, and detect, prevent and investigate fraud and/or other illegal activities and/or breaches of our Terms of use.

Why we collect your personal information and when we might disclose your personal information

4. We collect your personal information to have sufficient details for the submission and search features of the Site and to provide you with Property insights posts if you choose to receive them. We also collect your personal information to ensure that can use that personal information for the purposes in paragraph 3.

5. We keep personal information from active accounts as long as it's needed for our operations. We also keep personal information from closed accounts when we're legally required to and also to stop fraud, troubleshoot problems, help with investigations, enforce our Terms of use and take other actions under applicable laws.
6. We will disclose your personal information:
 - (a) if you're a buyer – we will not disclose your personal information to any person except for it to be held on the Knack database whose app forms part of the Site and on a Weebly database if you subscribe to our Property insights posts; and
 - (b) if you're an owner – we will disclose the name and email address you provide when submitting a potential match for a buyer to that buyer and your personal information will be disclosed for it to be held on the Knack database whose app forms part of the Site and on a Weebly database if you subscribe to our Property insights posts.
7. Adres uses Weebly programmes to measure and analyse usage of the Site. To learn more about the Weebly privacy policy, please read it at <https://www.weebly.com/au/privacy>.
8. We will also disclose your personal information to:
 - (a) law enforcement or governmental agencies, or authorised third parties, in response to a verified request regarding a criminal investigation, alleged or suspected illegal activity, or any other activity that may expose us, you or any of our users to legal risk;
 - (b) credit agencies as authorised by applicable national laws;
 - (c) third parties commencing, or involved in, a legal proceeding if they provide us with a subpoena, court order or similar legal document;
 - (d) other third parties to comply with our legal requirements, enforce our Terms of use, or if we otherwise believe in good faith that the disclosure is needed to prevent imminent physical harm, harm to property, financial loss or to report suspected illegal activity.
9. We may offer services in the future which may be of interest to you and, to provide you information regarding those services, we may disclose your contact details to those service providers. If you would prefer that we didn't provide your details, please contact us at contact@adres.com.au.

How we keep and protect your personal information.

10. The personal information we collect is held on the Knack database whose app forms part of the Site and on a Weebly database if you subscribe to our Property insights posts.

The privacy policy for Weebly can be read here <https://www.weebly.com/au/privacy> and the privacy policy for Knack can be read here <https://www.knack.com/privacy> and <https://www.knack.com/data-protection>.

Access to your personal information

11. You can make changes to your personal information in your account settings. However, if, as a buyer, you've submitted a description of an ideal property or, as an owner, you've submitted a match, you won't be able to change the contact details you provided. But, you could contact us and let us know that you need to make a change – contact@adres.com.au.
12. If you would like to confirm the personal information we hold for you or request that your personal information be removed, please contact us at privacy@adres.com.au.

Your use of personal information

13. You must not abuse our services. You do not have permission to add other users to your mailing list, call or send SMS messages for commercial purposes, even if a user provided their personal information to you unless the user has given their explicit consent. Sending unwanted or threatening email and SMS messages is against our Terms of use.
14. This Privacy policy addresses only the use and disclosure of personal information we collect from you. If you disclose your information to others, or if you are directed to a third party website, their privacy notices and practices will apply.
15. We can't guarantee the privacy or security of your information once you provide it to a third party. You should check the privacy and security policies of a third party you deal with before entering into a transaction and choosing to share your information, even when dealing with users on the Site.

Changes to this privacy policy

16. We may change this Privacy policy at any time and post the new policy on the Site. The new Privacy policy will apply when you next use the Site or after 30 days, whichever is sooner. If you don't agree to the new Privacy policy, you should stop using Adres and request that your personal information be removed.

Questions or complaints

If you have any questions about our Privacy policy or complaints about our handling of your personal information, please contact us at privacy@adres.com.au.

This policy was first published in July 2019 (version 1).